

# BLUE IMPRESSIONS

News for You



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## Did You Know?

### Mental Health First Aid Training: It All Starts with Empathy

Research shows that one in five Americans experiences a mental health or substance use disorder in any given year. Over the course of our lifespan, half of us will experience mental illness. Mental health challenges can be experienced by anyone—colleagues and patients alike—and a great way to increase empathy is seeking out mental health first aid training.

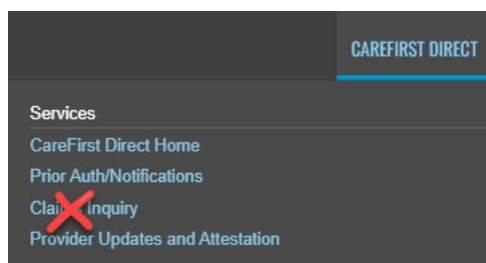
As a company, CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. (collectively, “CareFirst”) is prioritizing mental health training and awareness, and we encourage our providers to do the same for themselves and their staff. Everymind, an independent 501(c)3 nonprofit organization and CareFirst’s mental health first aid vendor, provides virtual Mental Health First Aid (MHFA) training at no cost. It’s also available virtually to all essential health providers as well.

We encourage you and your practice to reach out to Everymind for more information about how to enroll your practice in mental health first aid training.

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### Claims Inquiry Link in CareFirst Direct

To streamline the claims inquiry intake process, the current link for *Claims Inquiry* located on the CareFirst Direct Menu on the Provider Portal has been removed. However, the ability to submit claims inquiries is still available within the claim itself in CareFirst Direct.



As shown on the screenshot below, you can submit claims inquiries by using the *Submit Claims Inquiry* link available on the Claims Status Summary page. This process will remain and will continue to serve as the entry point for all claims inquiries.

As a reminder, a claim inquiry is a request to review or explain why a claim was processed or paid a certain way.

- An inquiry is informal and is **not subject to official state laws** that govern the appeals procedures.
- You have **180 days (or 6 months)** from the date of the Explanation of Benefits or adverse decision to **submit an inquiry**.
- Please allow **30 days for a response** to an inquiry.

For more detailed information on claims inquiries, please access [Claim Inquiries for Dental Providers](#) course on the [Learning and Engagement Center](#).

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The screenshot displays a 'Claim Status Summary' page. At the top, there are tabs for 'Eligibility / Benefits & Claims Status', 'Remittance / NOP', and 'Fee Schedules'. Below the tabs is a navigation bar with a 'Back' button and the title 'Claim Status Summary'. The main content area shows member details: 'LASTNAME, FIRSTNAME', 'DOB: 01/13/1955 (64 yrs) Male', and 'Member ID:'. A 'Medical' tab is selected. Below this is a table of claim information:

Claim Information		
Claim Number XXXXXXXXXXXXXXXXXX	Other Blue Claim Number N/A	Claim Adjusted? No
Claim Status F1 - Finalized / Payment 65 - Claimline has been paid.	Date of Service 04/04/2018 - 04/04/2018	Adjudication Date 04/06/2018
Check/ EFT Date 04/06/2018	Check/ EFT Number	Source NASCO
Provider Information		
Provider Name/Provider ID PROVIDER NAME XXXXXXXXXX	Tax ID	Pay to NPI 000000000

On the right side, there is a dropdown menu titled 'I would like to' with the following options: 'View Eligibility', 'Prior Auth/Notifications', 'Submit Claim Inquiry' (highlighted with an orange box and an orange arrow), and 'New Member Search'.

## Clinical Corner

### Updated CDT Codes for Bone Grafting and Guided Tissue Regeneration

We're dedicated to consulting with you and your staff on eliminating frustration from administrative issues involving clinical decisions. In 2023, the ADA created unique CDT codes for bone grafting and guided tissue regeneration (GTR) based on the clinical situation presented. The charts below will help you select the code to submit.

ENDODONTICS	
CDT Code	Descriptor
D3428	bone graft in conjunction with periradicular surgery, per tooth, single site
D3429	bone graft in conjunction with periradicular surgery, each additional contiguous tooth in the same surgical site
D3432	guided tissue regeneration, resorbable barrier, per site, in conjunction with pariradicular surgery

## PERIODONTICS

CDT Code	Descriptor
D4263	bone replacement graft - retained natural tooth - first site in quadrant
D4264	bone replacement graft - retained natural tooth - each additional site in quadrant
D4266	guided tissue regeneration, natural teeth - resorbable barrier, per site
D4267	guided tissue regeneration, natural teeth - non-resorbable barrier, per site
D4286	removal of non-resorbable barrier

## IMPLANTS

CDT Code	Descriptor
D6103	bone graft for repair of peri-implant defect - does not include flap entry and closure
D6104	bone graft at time of implant placement
D6106	guided tissue regeneration - resorbable barrier, per implant
D6107	guided tissue regeneration - non-resorbable barrier, per implant
D4286	removal of non-resorbable barrier

## ORAL SURGERY

CDT Code	Descriptor
D7950	osseous, osteoperiosteal or cartilage graft of the mandible or maxilla - autogenous or nonautogenous, by report
D7951	sinus augmentation with bone or bone substitutes via a lateral open approach
D7952	sinus augmentation via a vertical approach
D7953	bone replacement graft for ridge preservation - per site
D7956	guided tissue regeneration, edentulous area - resorbable barrier, per site
D7957	guided tissue regeneration, edentulous area - non-resorbable barrier, per site
D4286	removal of non-resorbable barrier

Other helpful general claims submission tips:

- Labeling claims resubmitted with additional or corrected information as “CORRECTED CLAIMS” will alert the processors and the clinical reviewers that the claim has been submitted previously. This will help expedite the processing of those claims.
- Providers should sign and date the approved Estimate of Eligible Benefits (EEBs) rather than submitting new claims when services are rendered. This will reduce the turnaround time for payment.
- Claims previously denied for reasons of medical necessity cannot be rereviewed and must be submitted as a formal appeal with the word “APPEAL” written on the submission.

To submit an appeal, the provider should include a letter which details the reason(s) for the appeal and the clinical justification/rationale for the request. The appeal should include:

- Patient’s first and last name
- Identification number
- Claim number
- Dates of service

- A copy of the original claim or EOB denial information and/or the denial letter/notice sent to your office
- Supporting clinical notes or clinical records including lab reports, X-rays, treatment plans, progress notes

Appeals should be sent to:  
 Dental Providers  
 Mail Administrator  
 P.O. Box 14114  
 Lexington, KY 40512-4114

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## Working with CareFirst

### CareFirst Launches Course to Prevent Implicit Bias

Creating a culture that cultivates empathy and understanding in our community is one of CareFirst's top priorities. We are excited to announce that we've launched a no-cost learning course on the impact of implicit bias on the quality of care our members receive. In addition to addressing an important topic, this course aligns with our mission of promoting care accessibility and equity for the members we serve.

The medical society in Maryland, MedChi, has approved this course for credit toward physician license renewal. All dentists are invited to learn along with their physician peers. However, dentists are required to submit the certificate they receive from MedChi (along with any required supporting information) to their dental boards for the course to be considered for credit toward their dental license.

The Maryland State Board of Dental Examiners (MSBSE) currently requires new licensees to take the Implicit Bias course listed on the Office of Minority Health (OMH) site. This course can be accessed under Featured Courses on our [Learning & Engagement Center](#).

<b>THE COURSE</b>	<b>Understanding Implicit Bias</b>
<b>LOCATION</b>	CareFirst's Learning and Engagement Center at <a href="https://carefirst.com/learning">carefirst.com/learning</a> . Select <i>Health Equity</i> , and then <i>Understanding Implicit Bias</i> to launch the course.

#### Important Notes About the Course:

- It is required that learners complete the post-course survey in its entirety to receive credit.
- It can take up to a month to validate the information collected in the post-course survey.

For more information, contact us at [learning@carefirst.com](mailto:learning@carefirst.com).

**Accreditation Statement**

This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education through the joint providership of MedChi, The Maryland State Medical Society and CareFirst BlueCross BlueShield. MedChi is accredited by the ACCME to provide continuing medical education for physicians.

**Designation Statement**

MedChi designates this enduring material for a maximum of 1.0 AMA PRA Category 1 Credits. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Financial Statement**

The planners and reviewers for this activity have reported no relevant financial relationships to disclose.

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## Cybersecurity Best Practices for CareFirst Direct Users

As healthcare professionals, we are all stewards of personal health information, (PHI), ePHI, and other confidential data. Given recent and current cybersecurity threats in the news, we want to call your attention to some best practices so we can work together to protect data and information technology in the communities we serve.

- Know and follow your organization's security policies and procedures.
- Create and update complex passwords; consider enabling multifactor authentication where possible. Remember that our Provider Portal requires multi-factor authentication for active users.
- Protect patient data by monitoring and updating who has access to the CareFirst Provider Portal and CareFirst Direct on behalf of your organization. ([Refer to this interactive course on how to conduct User Access Reviews](#)).
- If your office does not currently have a User Administrator on CareFirst Direct, we encourage you to contact the CareFirst Direct Help Desk at 877-526-8390 to initiate that process. ([For more information about Portal Administrators, access this short resource on CareFirst Direct Portal Administrator Access.](#))
- Each user must have their own user ID and password for the CareFirst Provider Portal. Do not share user IDs and passwords with coworkers.

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## Holiday Closings

CareFirst, CareFirst BlueChoice, and The Dental Network will be closed on the following dates:

- Wednesday, June 19—Juneteenth
- Thursday, July 4—Independence Day
- Monday, September 2—Labor Day

You should expect to see higher-than-normal wait times the day after a holiday. We encourage you to use our self-service tools, CareFirst Direct and [CareFirst on Call](#), for claim status, eligibility and benefits.

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## Events

### Register for Our Upcoming Dental Webinar on Thursday, September 12, at 1:00 p.m.

Registration is now open for the final dental administrative webinar of 2024 hosted by CareFirst. To register your office, click [here](#).

**Date:** [September 12, 2024](#)

- When you click the link, a registration form will appear. Fill out all fields and submit your registration.
- When the registration is submitted, you will receive an auto-generated confirmation email from [noreply@teams.registration.microsoft.com](mailto:noreply@teams.registration.microsoft.com).
- **Save your confirmation email: It will include a link you'll need to join the webinar.**

These webinars focus on important information that should help make doing business with us easier. If you have any questions about this event, please email us at [learning@carefirst.com](mailto:learning@carefirst.com) or contact your Provider Relations Specialist.

Need help registering? Check out [this](#) interactive guide!

#### Missed our last Dental Quarterly Webinar?

Check it out [here](#).

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## 2024 GRID Whole Health Integration Summit

On Thursday, April 11, 2024, CareFirst hosted the GRID Whole Health Integration Summit at CareFirst's office in Baltimore.

The GRID links the dental networks of multiple Blues plans to provide a seamless national network. The first GRID Summit was held in 2019. It was created as a forum to share ideas and best practices, and to provide an opportunity to bridge gaps between Blues plans and equip them with the tools they need to better engage with members.

This year, the Summit explored ways that the Blues dental plans can develop whole health initiatives to support overall patient health. Some topics discussed were dental data integration with medical, creating more meaningful plan designs, and the recognition of the value that good oral health brings—especially to those patients with chronic inflammatory diseases. Eventually, we hope to connect the dentists with medical, behavioral and vision providers to close all gaps in care for the shared patient pool.

One of the action items the Blues plans took from this year's Summit was the intent to create consistency in the way plans describe and define the GRID to dental providers and their patients.

To learn more about our national networks, we encourage you to visit our Networks resource located on our Learning & Engagement Center [by following this link](#).

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## BlueLink

### Medical Provider Newsletter

Interested in learning more about what's happening for our medical providers? Check out our BlueLink medical newsletter that publishes every two months located on our [Provider Newsletters](#) page ([carefirst.com](#)) on our Provider website ([Providers & Physicians Home | CareFirst Provider](#)). From the newsletter page, select BlueLink from the menu on the left to display links to the publications.

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